NMCI

NAVY MARINE CORPS INTRANET

Service Request Management

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Certification CLIN
SRM Process Flow

Certification CLIN Process Flow

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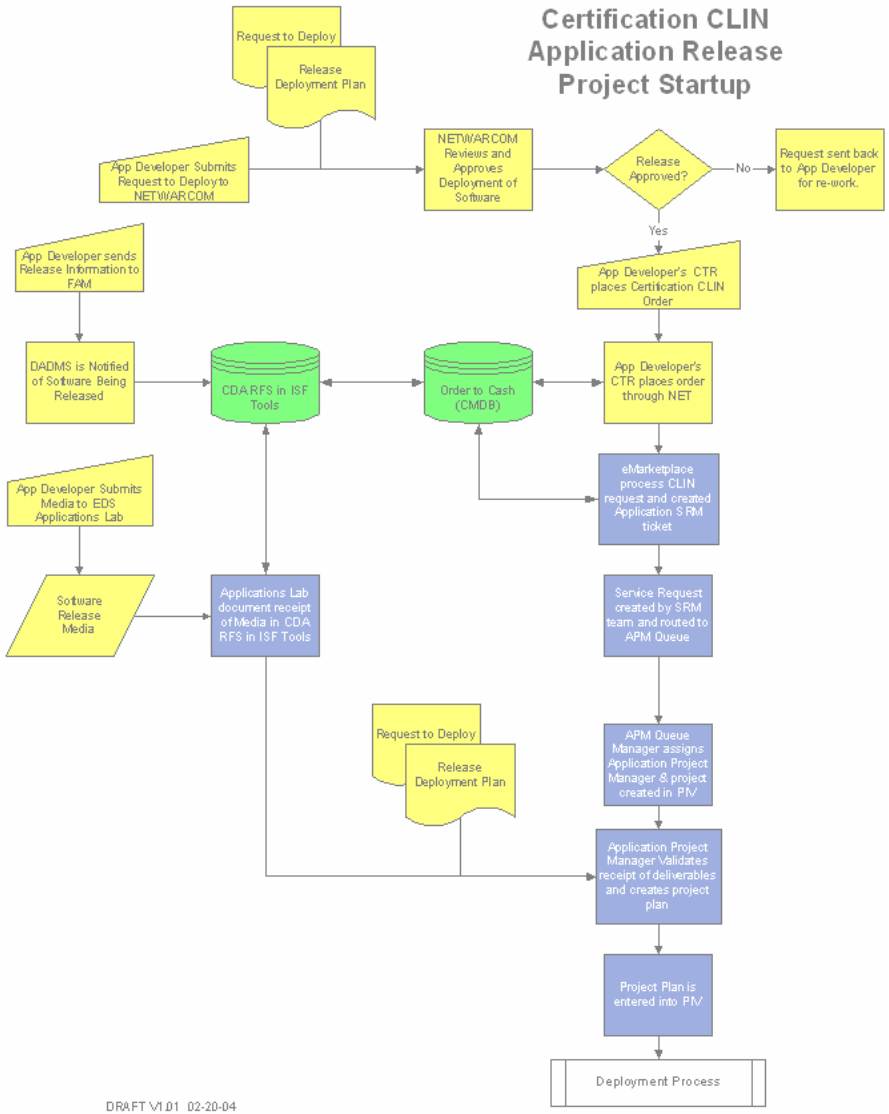

Certification CLIN Process Flow

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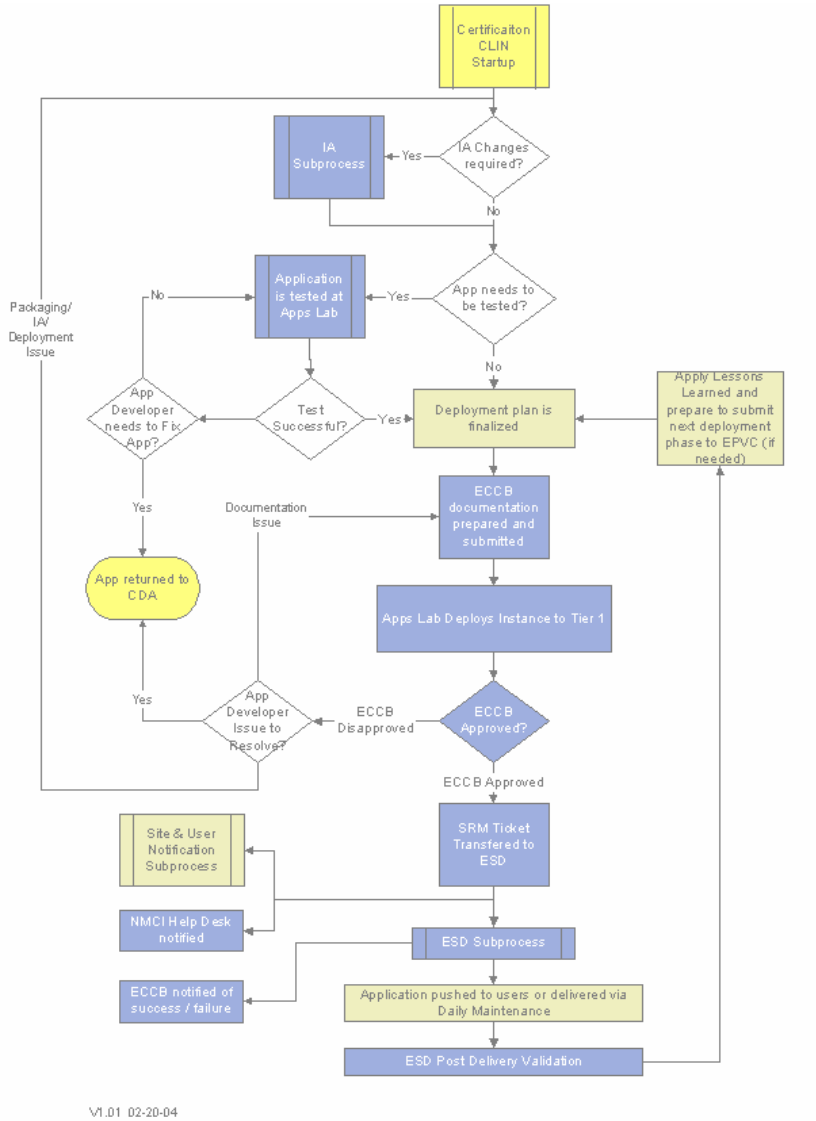
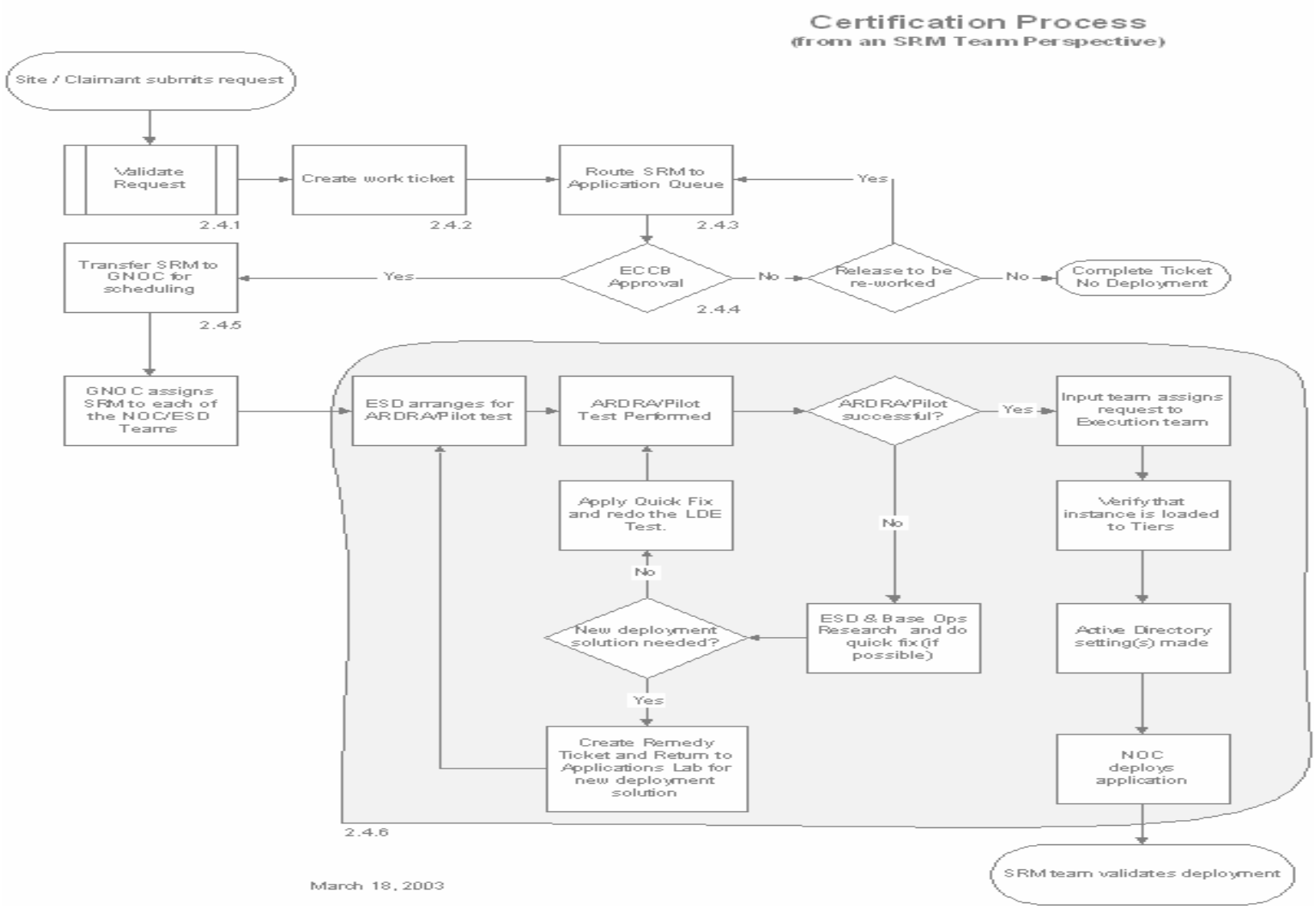


Certification CLIN SRM Process Flow



Certification CLIN
SRM Process Flow Text

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- **Validate Request**
  - The Validate Request step is a sub process that allows for the verification of the SRM request prior to submitting the request to the Certification Work Queue. These tasks are performed by the SRM team.
- **Create Ticket**
  - If the request is valid, then the SRM ticket will be created.
- **Route the SRM ticket to the Applications Queue Manager**
  - The Certification SRM ticket is then submitted by the SRM team to the Applications Queue Manager. The Applications Queue Manager will be responsible for monitoring this queue for all incoming tickets. When a ticket arrives, the Applications Queue Manager will assign an Applications Project Manager to the ticket, and create a project in Project InVision (PIV).
- **ECCB Approval**
  - Before the Certification SRM ticket is transferred to the Government Network Operations Center (GNOC), the application changes must first be reviewed by the Enterprise Change Control Board (ECCB).

Certification CLIN
SRM Process Flow Text

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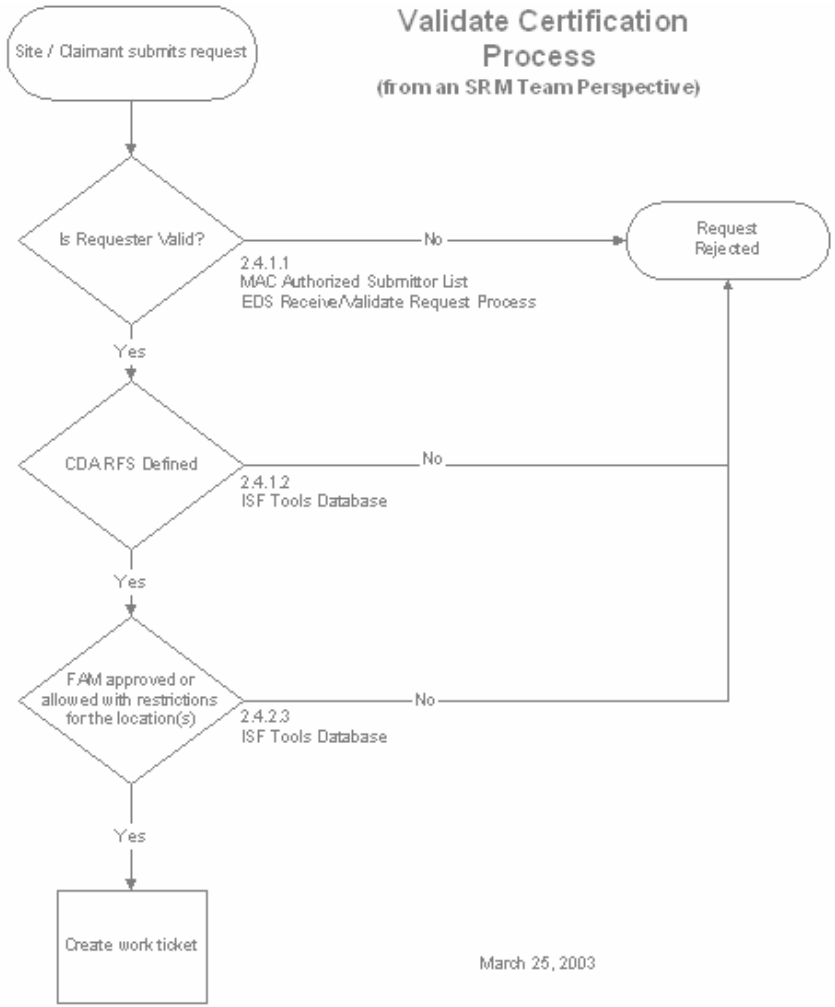
- **Transfer to GNOC for Scheduling**
  - When the application release has been approved, the next step in deploying the application is submitting the SRM ticket to the GNOC. The GNOC, working with an Implementation Manager, will coordinate the deployment activities. This will result in the generation of multiple sub-SRM tickets for each of the NOC's Electronic Software Distribution (ESD) teams (there is a different team at each NOC).
- **Electronic Software Distribution**
  - Once the SRM ticket has been assigned to the NOCs' ESD teams, the process of deployment begins. During this timeframe, ESD will perform the following functions:
    - Arrange for ARDRA/Pilot Test
    - Perform ARDRA/Pilot test
    - Make any necessary changes
    - Deploy application to NMCI seats
    - Validate deployment

Certification CLIN SRM Validate Request



Certification CLIN Validate Request SRM Process Flow Text

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- **Is Requester Valid**
  - The submitter must be part of the MAC Authorized Submitter List and the form must be filled out completely.
- **CDA RFS Created**
  - For a certification request to be processed, a CDA RFS must be entered into ISF Tools by the application developer.
- **FAM Approved or Allowed with Restrictions**
  - For a certification request to be valid, the application to be certified must have been reviewed by the Government and approved. The Government Functional Area Managers (FAMs) are responsible for reviewing each application request prior to the submission of the certification request. If the application is Approved or Allowed with Restrictions, the application will be placed in ISF Tools with that status.

Eform for Certification CLIN

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Request For NMCI Certification

Application name is: Unclassified **For Which Network:** NIPRNET ONLY				**Approval Work Flow Data** **Claimant:** **Site:** Billable UIC:
FAM Approved by: Restrictions:				Submitted by: Firstname Middle Initial . Lastname Phone #: xxx-xxx-xxxx E-mail:
Select Service:				
Requestor's Name: **Firstname Middle Initial .** **Lastname** **Phone #: xxx-xxx-xxxx** **E-mail:**				
Application Name:				
Acronym:				**Version #:**
CDA RFS#:	RTD#:	Task Order# ####-##	CLIN# (optional):	Priority: ROUTINE
This application is:				
Deployment of this application replaces a quarantined application running on dual desktop? Yes ☐ No ☐				This application is to be used in a specialty COI such as NNPI or NCIS? Yes ☐ No ☐
Notes:				

- **Note: Eform will be replaced by NET in Order to Cash**

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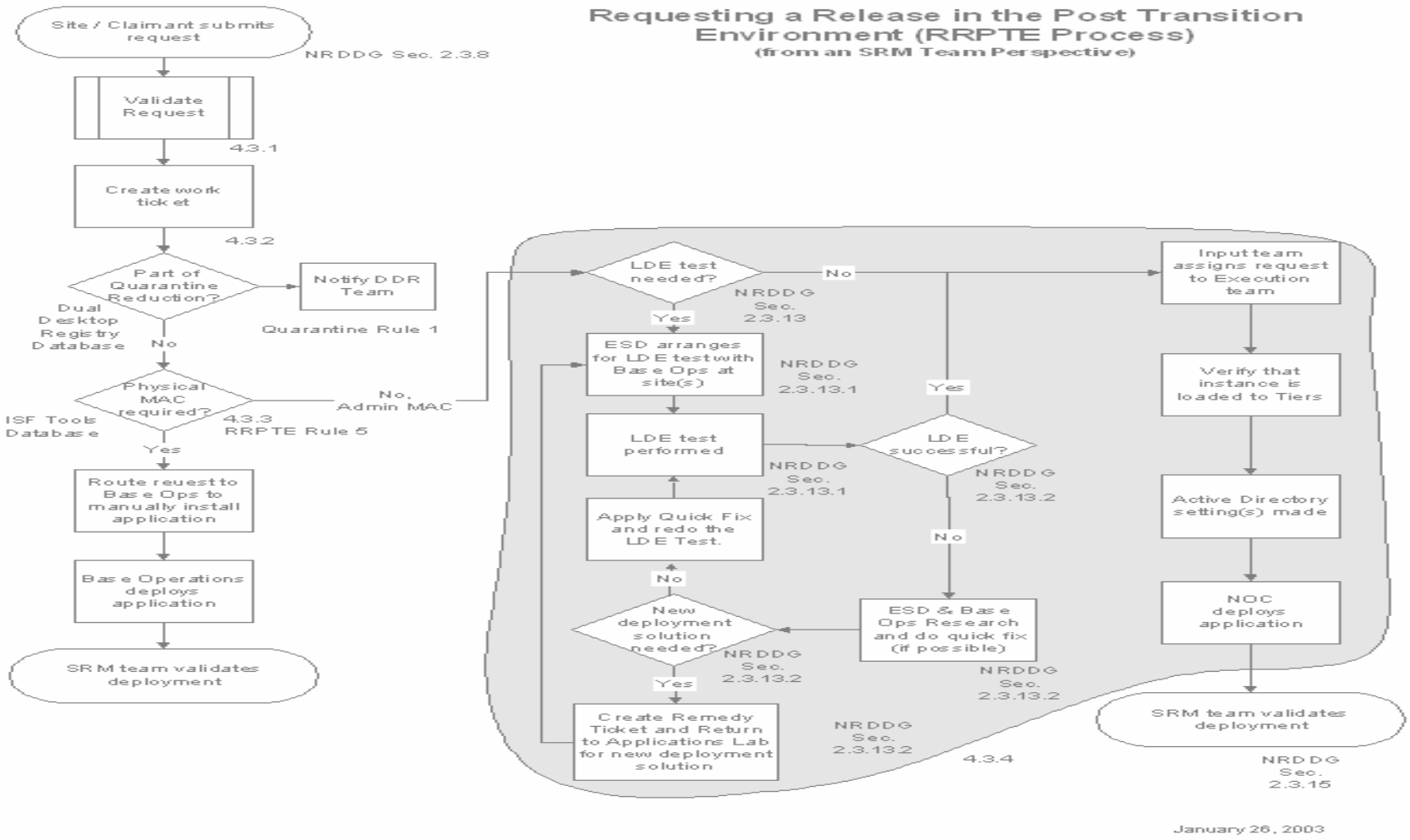
Requesting Release in a Post Transition Environment (RRPTE) SRM Process Flow

RRPTE
SRM Process Flow



RRPTE
SRM Process Flow Text

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- **Validate Request**
  - The Validate Request step is a sub process that allows for the verification of the SRM request prior to submitting the request to the RRPTE SRM Work Queue. The Validate Request diagram depicts this process flow.
- **Create Ticket**
  - If the request is valid, then the SRM ticket will be created.
- **Route the SRM ticket to the MAC Queue Manager**
  - The SRM ticket is then submitted to the MAC Queue Manager. The MAC Queue Manager will first notify the Dual Desktop Reduction Team of the MAC request to help validate that request is not for Dual Desktop Reduction (DDR). The MAC Queue Manager will then evaluate the request. If the request is a Physical MAC, it will be routed to the Site (Base Operations) for processing. If the request is an Admin MAC, the request is routed to the appropriate NOC/ESD team for deployment.

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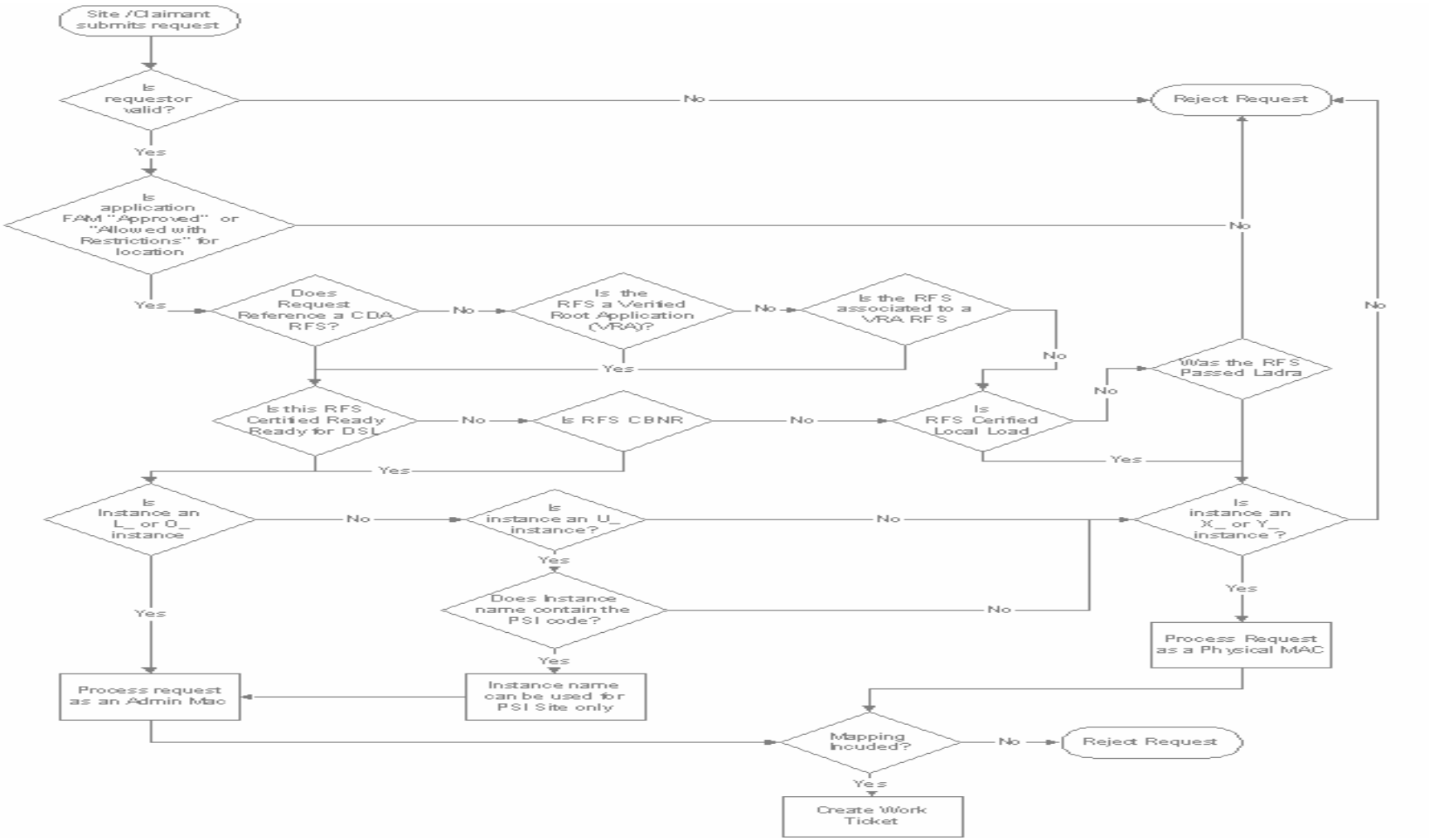
Electronic Software Distribution

- Once the SRM ticket has been assigned to the NOC Electronic Software Distribution (ESD) teams, the process of deployment begins. The ESD will perform the following functions:
  - Arrange for Limited Deployment Evaluation (LDE) testing, if required
  - Perform LDE testing
  - If testing does not pass:
    - Apply any quick fixes
    - If it can't be fixed, a Remedy ticket will be submitted for resolution
  - If testing passes (or if testing is not required):
    - Deploy application to Users
    - Validate deployment

RRPTE Validate Request SRM Process Flow



RRPTE Validate Request SRM Process Flow Text

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- **Is Requester Valid**
  - The submitter must be part of the MAC Authorized Submitter List and the form must be filled out completely .
- **FAM Approved or Allowed with Restrictions**
  - For a RRPTE request to be valid, the application must have been reviewed by the government and approved. The government Functional Area Managers (FAMs) are responsible for reviewing each application request prior to the submission of the certification request. If the application is Approved or Allowed with Restrictions, the application will be placed in ISF Tools with that status.
- **Verifying RFS Instance Names**
  - For a RRPTE request to be processed, a valid instance name must be entered into ISF Tools

RRPTE Verifying Instance Names SRM Process Flow Text

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- **For a RRPTE request to be processed, a valid instance name must be entered into ISF Tools.**
  - Verify to see if the requested instance is from the CDA RFS.
  - Check for a VRA Instance Name.
    - If the requested instance name matches the VRA Instance Name
    - If the requested instance name is associated to VRA RF
    - If the requested instance name is a validated/certified local load
    - If not, and if it did pass LADRA testing
    - If not, the RRPTE request will be rejected.
- **Determine the Instance Status**
  - If the Status is either Certified-Ready for DSL or CBNR (Certified But Not Recommended):
    - If it is validated/certified local load and it passed LADRA
    - If not, the RRPTE request will be rejected.

RRPTE Verifying Instance Names SRM Process Flow Text

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- **Determine the Instance type**
  - If the instance name begins with an L_, O_ or U_ it must be NMCI Certified, ECCB approved and ready to deploy.
  - If the instance name begins with a U_ and the instance name includes the PSI code of a specific site, this instance can only be deployed to that site.
    - If there is no PSI code, it will be treated as if it has a X_ or Y_.
  - If the Instance Name begins with an X_ or Y_, the Status is not Archived, Canceled or Deleted, it is being requested by the site where it was created, and the LADRA status is “Passed” or “CBNR”
  - If not, the RRPTE request will be rejected.
- **L_, O_, and U_ instances will be processed as Admin MACs. X_ and Y_ instances will be processed as Physical MACs. U_ instances that do not have PSI codes will be processed as Physical MACs.**
- **If there is User/Machine Mapping, approve the request for deployment and create the work ticket. Otherwise, the RRPTE request will be rejected.**

RRPTE Rules
SRM Process Flow Text

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- **The following are the business rules for evaluation of an RRPTE MAC:**
  - Release must be FAM approved.
  - Radia instance from a CDA RFS should be used if available (enterprise solution). If it is not the instance requested, this should be justified (e.g. a local configuration is required).
  - Requests for L_, O_ & U_ Radia instances must be “Certified- Ready for DSL” or “CBNR” (Certified But Not Recommended) status and be deployment ready (approved by ECCB and loaded onto the Tiers).
  - Requests for X_ & Y_ instances can only be deployed at the original site (where it was created). Certification status must not be “Archived”, “Canceled” or Deleted. LADRA status must be “Passed” or “CBNR”.
  - Requests for X_ & Y_ instances can only be deployed with a Physical MAC. Admin MACs for these will be rejected. Instead of requesting a Physical MAC, sites/commands have the option to purchase a Certification CLIN to have the X_ or Y_ instance certified, which will result in an L_ or O_ instance being created. Then the L_ or O_ instance can be deployed using an Admin MAC.

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Other SRM Process Flows

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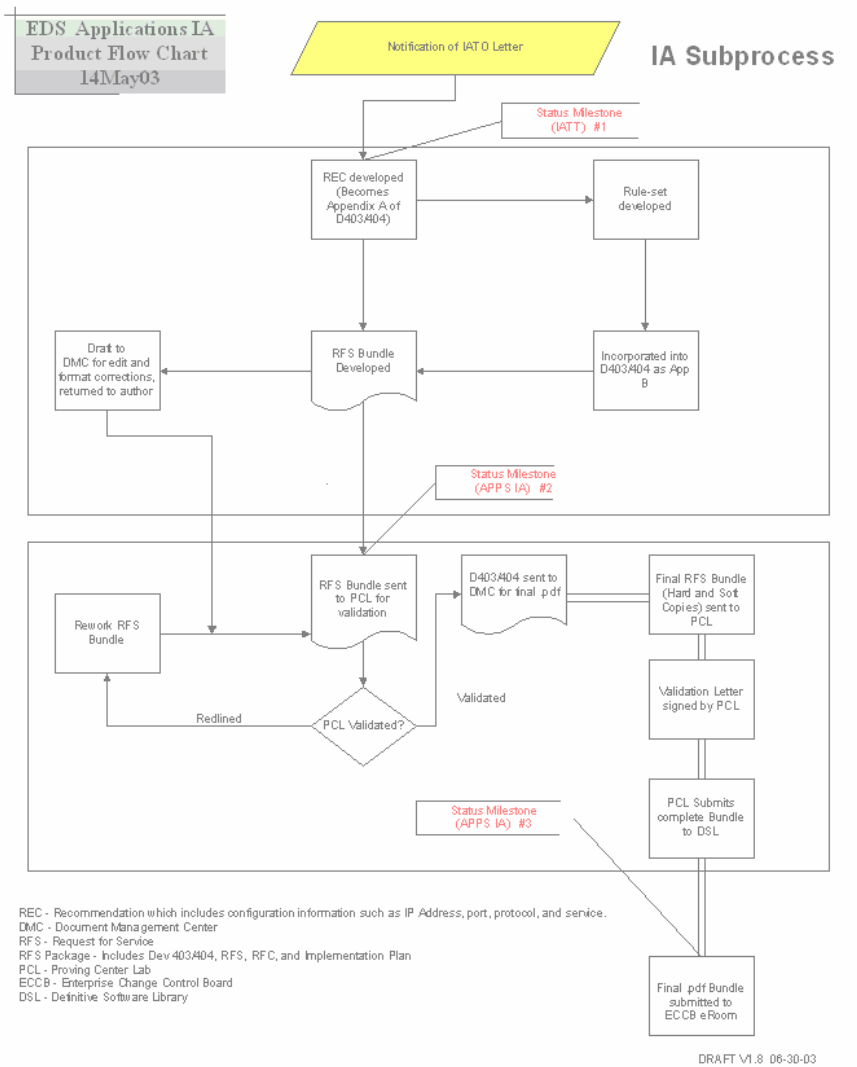
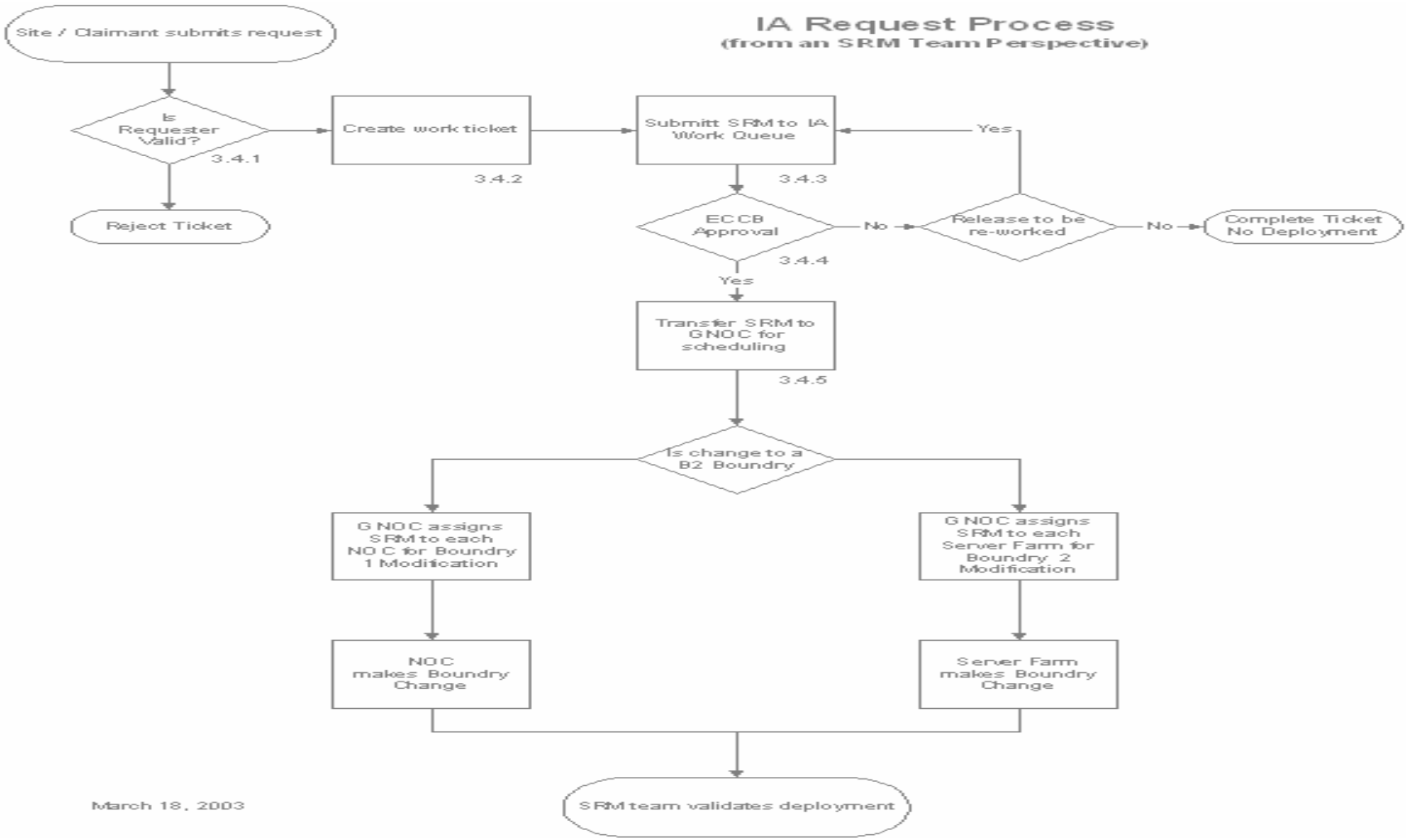
Information Assurance
SRM Process Flow

Information Assurance Process Flow



Information Assurance
SRM Process Flow



Information Assurance
SRM Process Flow Text

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- **Is Requester Valid**
  - The submitter must be part of the MAC Authorized Submitter List and the form must be filled out completely.
- **Create Ticket**
  - If the request is valid, then the SRM ticket will be created.
- **Route the SRM ticket to the IA Work Queue Manager**
  - The SRM ticket is then routed to the Information Assurance (IA) Queue Manager. The IA Queue Manager will be responsible for monitoring this queue for all incoming tickets. When a ticket arrives, the IA Queue Manager will evaluate the change and place it into the appropriate IA release schedule.

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- **ECCB Approval**
  - Before the IA change SRM ticket is transferred to the GNOC, the IA change must first be reviewed by the ECCB. The following are the two possible outcomes of the ECCB Review.
- **Transfer to GNOC for Scheduling**
  - When the IA change has been approved, the next step in deploying the IA change is submitting the SRM ticket to the GNOC. The GNOC, working with an Implementation Manager, will coordinate the deployment activities. This will result in the generation of multiple sub-SRM tickets for each of the NOC teams (each NOC has its own team).

Eform for IA Change

Request For NMCI IA Change

NOTE: If any information on this form is for the SIPRNET network, please use standard DOD/DON classified handling procedures. Talk to the local Security Office for more information and assistance.

For Which Network: NIPRNET ONLY	**Approval Work Flow Data** **Claimant:** **Site:** Billable UIC:
Select Service:	
Requestor's Name: **Firstname** **Middle Initial .** **Lastname** **Phone #: xxx-xxx-xxxx** **E-mail:**	Submitted by: Firstname Middle Initial . Lastname Phone #: xxx-xxx-xxxx E-mail:
Application Name:	
Acronym:	**Version #:**
RFS#:	
Client-server communications information: Boundary: Port: Protocol: Service: Destination Actual IP: Destination NAT'd IP: Direction:	
Test POC: Firstname Middle Initial . Lastname Phone #: xxx-xxx-xxxx E-mail:	
Comments:	

- **Note: Eform will be replaced by NET in Order to Cash**

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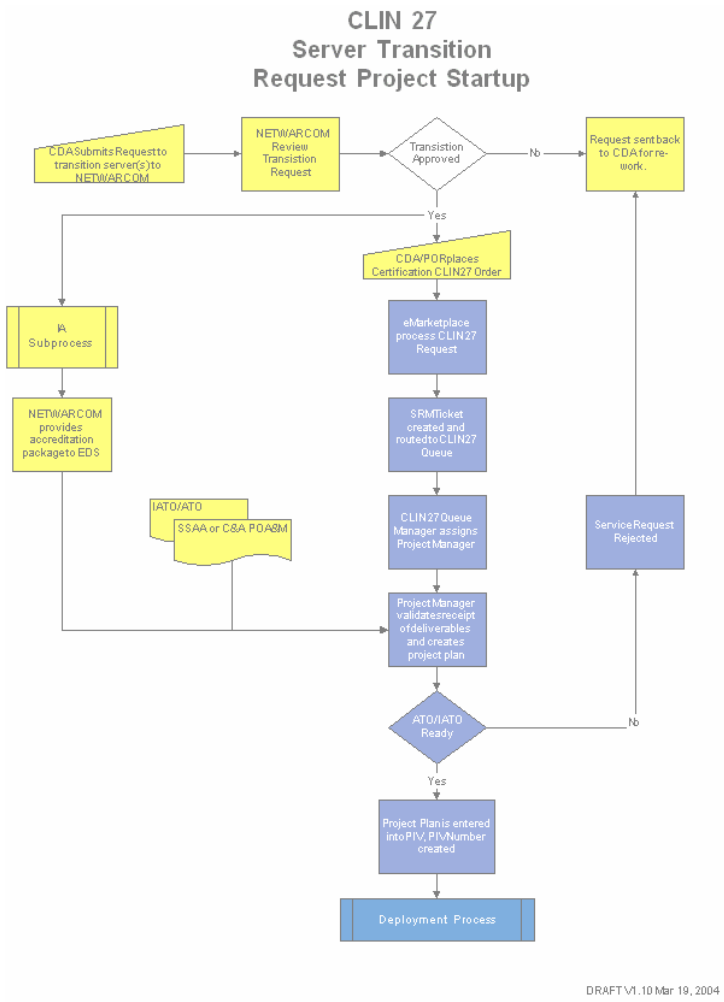
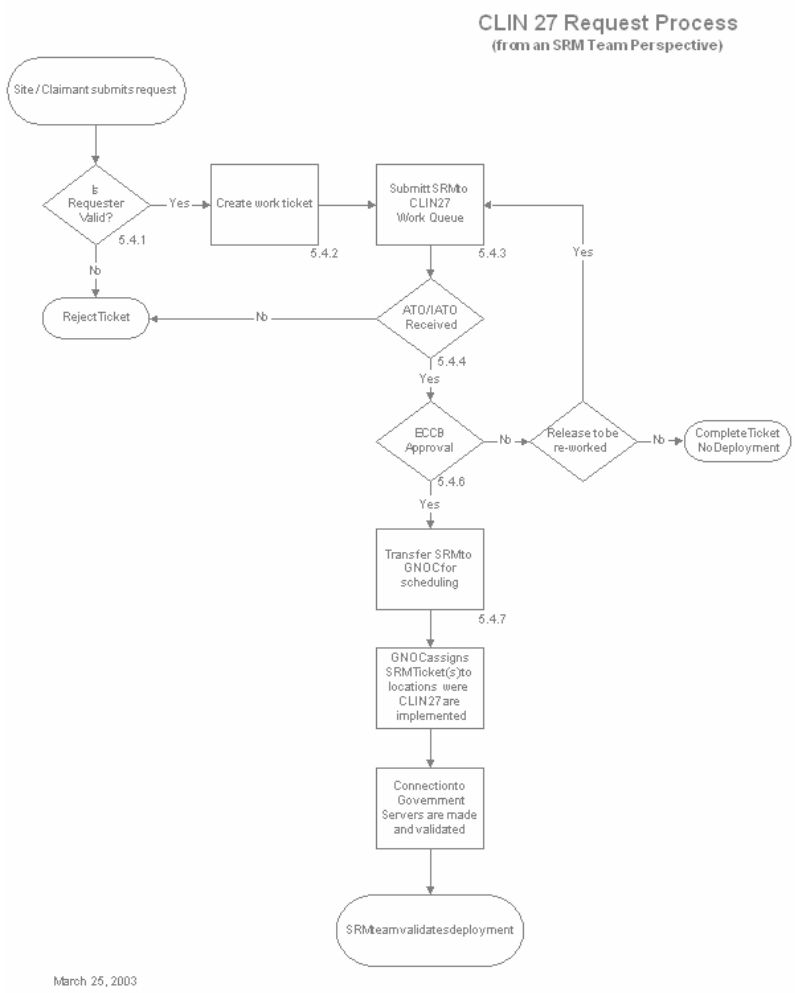
CLIN 27
SRM Process Flow

CLIN 27
Process Flow



CLIN 27
SRM Process Flow



CLIN 27
SRM Process Flow Text

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- **Is Requester Valid**
  - The submitter must be part of the MAC Authorized Submitter List and the form must be filled out completely.
- **Create Ticket**
  - If the request is valid, then the SRM ticket will be created.
- **Route the SRM ticket to the CLIN 27 Queue Manager**
  - The SRM ticket is then routed to the CLIN 27 Queue Manager. The CLIN 27 Queue Manager will be responsible for monitoring this queue for all incoming tickets. When a ticket arrives, the CLIN 27 Queue Manager will assign a CLIN 27 Project Manager to handle the request. The CLIN 27 Project Manager will prepare the NMCI required deliverables and make arrangements to transition the server to the NMCI.
- **ATO/IATO**
  - For a system/server to be transitioned into NMCI, it must have an Authority to Operate (ATO) or and Interim Authority To Operate (IATO). These authorities are provided by the government as documentation to support the transitioning of the system/server. If the ATO/IATO is not provided before the beginning of the scheduled implementation, the request will be rejected.

CLIN 27
SRM Process Flow Text

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- **ECCB Approval**
  - Before the CLIN 27 SRM ticket is transferred to the GNOC, the application changes must first be reviewed by the ECCB.
- **Transfer to GNOC for Scheduling**
  - When the CLIN 27 request has been approved, the next step in deploying the application is submitting the SRM ticket to the GNOC. The GNOC, working with an Implementation Manager, will coordinate the deployment activities. This may result in the generation of multiple sub-SRM tickets for each of the NOC teams.

Eform for CLIN 27

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Request For CLIN 27 Server Transition into NMCI

Requestor's Name: **Firstname** **Middle Initial .** **Lastname** **Phone #: xxx-xxx-xxxx** **E-mail:**		**Approval Work Flow Data** **Claimant:** **Site:** **Billable UIC:** Submitted by: Firstname Middle Initial . Lastname Phone #: xxx-xxx-xxxx E-mail:	
For Which Network: NIPRNET	**Task Order#:** ####-##	**Requested start date of service:**	**All users reside in NMCI?** Yes ☐ No ☐
USN DAA (NETWARCOM) IATO/ATO Yes ☐ No ☐ Date Authorized: **USMC DAA IATO/ATO** Yes ☐ No ☐ Date Authorized:		**DITSCAP / SSAA?** Yes ☐ No ☐	
Location(s) for server(s) being transitioned:		**Services being requested for this server:**	
Applications (name & version #) hosted on server(s) being transitioned:			
Notes:			

- **Note: Eform will be replaced by NET in Order to Cash**

Questions

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